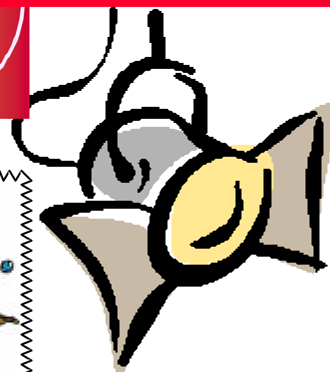
Chuck E. Cheese

Chuck E. FOCUS

November 4, 2005

Inside this issue:



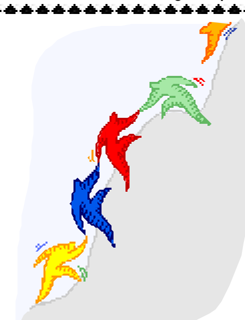


In The Spotlight… Cheri Hirsch

Never put off till tomorrow, what you could completely forget about today!

Licensing Dept.

Making Magic!

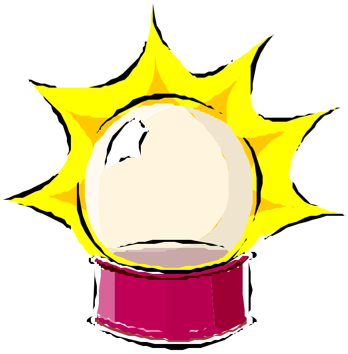


Make Magic Newington, NH #471

Northern Region ~ John Connolly's District

Great Leadership From GM ~ Lisa Whelan

This note is to let you know how lucky you are to have a manager at the **Newington, NH** location as helpful and thoughtful to the customers as well as the staff. Her name is **Lisa**. Recently, I came with my grandson and a friend who is 72 years old. This woman wanted a hot chocolate. There was none on the menu, however **Lisa** asked her to wait a moment and she would see if she could do something. She personally went back and made her a hot chocolate! I have never seen such kindness. **Lisa** never stopped all evening, asking customers about their experience, modeling customer relations to her staff and pitching in when her staff was busy. Because of **Lisa**, I will recommend Chuck E. to my friends, as a quality place to bring their children.



Make Magic Chattanooga, TN #969

Southern Region ~ Cindy Higdon's District

Great Leadership From GM ~ Jeff Gorman

I visited the Northgate Park store in **Chattanooga, TN** on Sunday, October 30th, 2005 and wanted to relate my impression of your restaurant. My husband, daughter, and parents went to Chuck E. Cheese to celebrate my daughter's 9th birthday. She is autistic and we have to be selective in where we go for celebrating. We had a wonderful time and the employees were both friendly and helpful. The restaurant was very clean and the food was very good. We even talked about this on the way home. Our daughter had a wonderful time! We were glad you serve hotdogs as she doesn't eat pizza. I called the local store and talked to the manager, **Jeff**, and told him how pleased we were with our visit. I wanted to let someone else know how well the store is being managed. Keep up the good work, we will be back soon!

New Stores Opening NOW!

Attention all Team Leaders! Are you looking for a challenging and rewarding experience? Are you available to travel and work long hours during Nov, Dec and Jan?

If so the training department is looking for you. If you're interested in opening new stores and fine tuning your training skills this is you. You will be challenged by training a group of 10-15 cast members per area, assisting in the setup, supervising the performance of all employees and holding them accountable. To the new cast members you are the training department and the encyclopedia of Chuck E Cheese standards.

Call Todd Horchner, Director of Training at 1-972-258-5402 or Email him at thorchner@cecenteretainment.com.

We're waiting to hear from you TODAY!!



RESTROOM EXHAUST FANS

From Facilities...

Please periodically check the exhaust fans in your men's and women's restrooms to ensure they are working properly. Oftentimes the "smelly restrooms" guests complain about are due to exhaust fans not working, leaving stagnant air in the restrooms.



If you feel your exhaust fans are not operational, or are not functioning at the capacity they should be, please contact your HVAC contractor to have them investigate and quote on repairs/replacement of the exhaust fan motor or assembly. Remember, any quotes over $350 should be faxed to the Facilities Department at 972/257-3066 for review and approval. If you have any questions or problems, please contact the Facilities Department at 972/258-5643. Thank you!

September

WOTC Winners

Midwest Region:

Springfield, IL #47

Southern Region:

Buford, GA #616

Western Region:

Olympia, WA #300

Northern Region:

Tampa, FL #430

From Entertainment...

Thank you so much for filling our your Costume Surveys and getting them back to us. We sure appreciate all of you! We'll be drawing a lucky survey soon, so we'll keep you posted on the big winner! Just wanted to let you know we haven't forgotten about you. Thanks again for all your help on the surveys!

Your Entertainment Team,

Robert, Ryan, and Michael

New Limited Edition Chuck E.'s are on their way!!

-The NEW Holiday LEC will be arriving at DFI soon. As soon as they are received, every store will be "chop" I mean dropshipped 12 of the NEW Holiday LEC.

-If that wasn't exciting enough, the 2006 B-day Limited Edition is on its way too!

-To be ready, make sure that you don't have an abundance of the 2005 B-day Chuck. If you have more than 12 pieces, please distribute the rest evenly throughout your district.

We want everyone to be ready for the awesome NEW Limited Edition Chuck E.'s, I know we can't wait!!

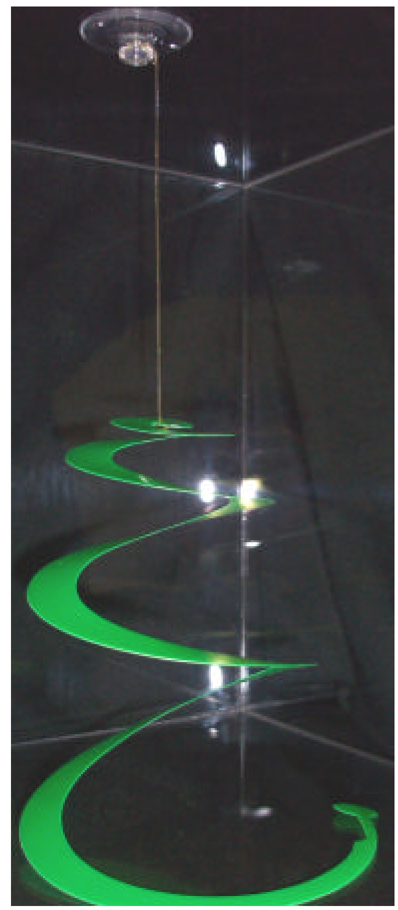
30 Ticket Mini Spiral Spinners

The next prize in the 30 ticket "Things-That Spin" prize is the Mini Spiral Spinner.

Your head may be *spinning* with "how do I display this??"



🡐You will be receiving: 2 suction cups



*** What to do**?

-Wrap the string that is attached to the mini spiral spinner around the suction cup three times.

-Attach the suction cup to the top of the glass case.

-The mini spiral spinner should hang down in the 30 ticket level behind the 30 ticket oval.

-Make sure that you can still see the other prizes in the 30 ticket level and behind the spiral.

-It should not be touching anything so it can spin freely.



*** How to get the Mini Spiral Spinners**?

When you place your next order for the 30 ticket "Things-That Spin" prize you will receive the Mini Spiral Spinners.

Complaints

Weekending October 30, 2005

Midwest Region:

53,724,797,103,553,743,742,962,534, 2-535,557 & 736

Western Region:

942,852,761,645,115,428,314,447, 353 & 305

Southern Region:

98,936,365,74,772,2-72,403,92,540 & 62

Northern Region:

496,645,426,510,455,2-60,489,2-476 & 2-833

WEEK 43



TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$76,531
2. SUN VALLEY, CA #418	$66,306
3. VENTURA, CA #453	$59,754
4. BRONX, NY #523	$53,974
5. TORRANCE, CA #465	$52,949
6. ARDEN WAY, CA #410	$52,595
7. BROOKFIELD, WI #841	$51,634
8. LYNWOOD, CA #377	$50,070
9. BURBANK, CA #109	$49,789
10. GARDEN GROVE, CA #422	$49,147

Compliments

Weekending October 30, 2005



Midwest Region:

960,537,598,571 & 561

Western Region:

200 & 937

Southern Region:

565,972,87,770,771,964 & 614

Northern Region:

471,494,436,947,524 & 467

TOP TEN SALES INCREASE

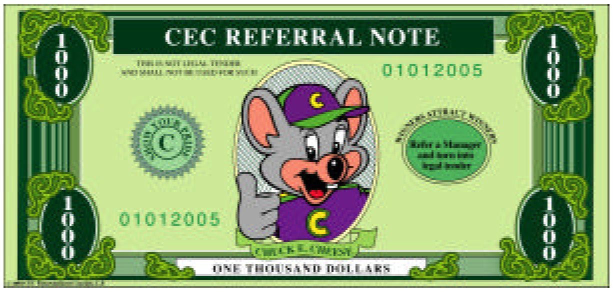
LOCATION	% INCREASE
1. ORLANDO, FL #718	31.7%
2. LAFAYETTE, LA #715	30.0%
3. DURHAM, NC #380	26.1%
4. GRAND CHUTE, WI #603	24.3%
5. MOBILE, AL #560	24.3%
6. CATONSVILLE, MD #412	22.0%
7. PASADENA, TX #691	21.1%
8. N. R. HILLS, TX #579	17.9%
9. GREEN BAY, WI #319	17.5%
10. FRESNO, CA #42	17.2%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



THANK YOU $1,000 TIMES OVER!!

Ronnie Watson #705
Mike Dunlap #68
Aubrey Adams #526

You will receive $1000 for your referrals, **Monica Nevil, Maria Tate & Blaine Clark** in next week's mail!

Northern Region

Jensen Beach, FL – Ast Mgr
Hialeah, FL – Mgr
Wilkes Barre, PA – Mgr, Tech
Doylestown, PA – Mgr
North Wales, PA – Mgr
Vaughan, ONT – Mgr, Tech
Kingston, ONT - Mgr
Whitby, ONT – Mgr
Mississauga, ONT – Mgr
New London, CT – Mgr
Orange, CT – Mgr
Worcester, MA – Mgr
Everett, MA – Mgr
Manchester, CT – Mgr
Rochester, CT – Mgr
Greece, NY – Mgr
Amherst, NY – Mgr
Albany, NY – Mgr
Union, NJ – Mgr
Harlem, NY – Mgr, Tech
Wayne, NJ – Tech
Nanuet, NY – Tech
Hempstead, NY – Tech
Princeton, NJ – 2 Mgr
Pensacola, FL – Tech
W. Orlando, FL – Mgr
Ocala, FL – Mgr
Lakeland, FL – Tech, Mgr
St. Louis, MO – Mgr
Janesville, WI – Mgr, Tech
Greenbay, WI – Mgr
Racine, WI - Tech
Boca Raton, FL – Mgr
Kingston, ONT – Tech
Dartmouth, MA – CC
Newington, NH – Mgr
Brandon, FL – Mgr
St. Charles, MO – Mgr.

Southern Region

Atlanta Norcross, GA – Mgr
Kennesaw, GA – Tech
Greensboro, NC – Mgr
Buford, GA – Mgr
Hattisburg, MS – Mgr
Glen Burnie, MD – Mgr
Catonsville, MD – Mgr
Gulfport, MS – Mgr
Rocky Mount, NC – Tech
Albany, GA – Tech

Western Region

Vancouver, WA – Mgr
Escondido, CA - Mgr
Glendale, CA - Mgr
Las Vegas, NV – Mgr
Dublin, CA – Ast Mgr
Rohnert Park, CA – Mgr
Hayward, CA - Mgr
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Garden Grove, CA – Mgr
Palm Desert, CA - Tech
Amarillo, TX – Ast Mgr
Tyler, TX – Mgr
Grand Prairie, TX – Mgr
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
Sherman, TX – Ast Mgr
Rockwall, TX- Mgr
San Bruno, CA - Mgr
Midland, TX- Mgr
Roseville, CA – Mgr
Lakewood, CA – Mgr
Lynnwood, CA – Mgr
Burlington, WA – Mgr

Midwest Region

Mansfield, OH – CC
Columbus, IN – CC
Sharonville, OH – Mgr
Roseville, MI – Mgr
Rochester Hills, MI – Mgr, Tech
Houston/Sugarland, TX – Mgr
Lake Jackson, TX – Mgr
Indy Wash. Square, IN – Mgr
Indy Castleton, IN – Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Chicago, IL – Tech
Des Moines, IA – Mgr
Novi, MI – Mgr
Dublin, OH – Mgr
Crystal Lake, IL – Mgr
Houston/Meadows, TX – Tech

Chuck E. Cheese

**4441 W. Airport Frwy.
Irving, TX 75062**

**Phone: 972.258.8507
E-mail: chuckecheese.com**

“Where a Kid can be a Kid!”



Tech Support

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!

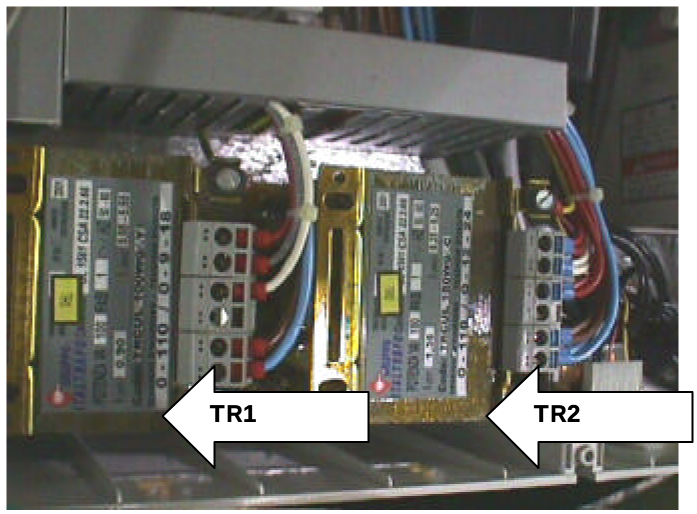


Erica Briggs

Sr. Admin, Operations

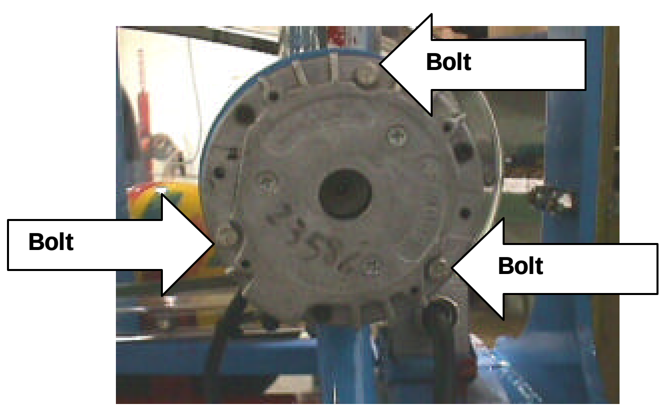
Memo Park Hydraulic rides clutch assembly troubleshooting tips.

1. The clutch receives its 24 volts from the TR2 transformer located under the triangle shaped base door inside the grey control box. The primary of the TR2 transformer gets its voltage from J3 of the CPU board after the ride is coined up. There is also located inside the junction box on the bike, a bridge rectifier for the clutch that converts the 24 VAC to 24 VDC to the coil of the clutch. The Bridge Rectifier crosses to a NTE 5324.



2. The coil resistance for a good clutch coil should be around 20 ohms

3. It is also a very good idea not to over tighten the 3 bolts that attach the clutch to the ride. If over tightened it will not allow the coil on the clutch to activate and you will not be able to pedal after the ride is coined up.



Please call the SPT Technical Support Department at 785 862 6002, should you have any questions.

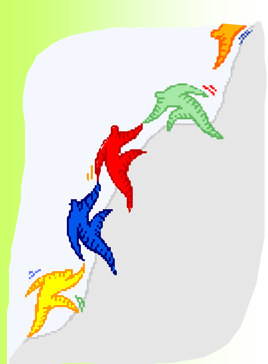
CEC Entertainment

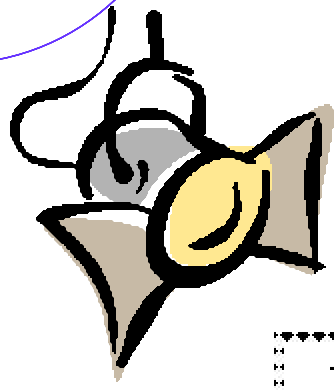
Chuck E. FOCUS

November 11, 2005

Inside this issue:

Teamwork





In The Spotlight...

Helen McKoy

Games Department

Treat your co-workers how you would like to be treated!

Making Magic!

Make Magic St. Paul, MN #796

Midwest Region ~ Mike Graeber's District

Great Leadership From GM ~ Marvin Pistner

I am the Father of 4, and the two younger ones ALWAYS choose your establishment in **St. Paul, Minnesota** to host their parties. Yesterday, October 12th we went yet again. The service we received was by-far the BEST we have had. We are used to being treated well at the Chuck E. Cheese in **St Paul**, but yesterday was an exception. The manager and host behind the counter (**Danisha**) went above and beyond to ensure that my family had a great time. Great job **Danisha** and her manager as well. They are a BIG reason we keep coming back!



Make Magic Stockton, CA #631

Western Region ~ Wayne Casey's District

Great Leadership From GM ~ Patty Cedillo

My most recent experience at CEC was the best I have had. I have never seen such enthusiasm shown in the live shows and I have visited several Chuck E. Cheese locations and this one in **Stockton, CA** by far has out done the rest. I really felt as though they were trying there hardest to make my time there as magical as possible. From the time I walked up to kid check, they took my order, delivered my food and I walked out the door I could really feel the magic and so could my children. The gameroom attendant introduced himself and offered to teach my son how to play a game… I found that very hospitable of him. However the thing I found most comforting of all was the fact that the kid check person was really checking to see that everyone matched in numbers and this made me feel safe because I know that if some one else were to try and take my child they would not be able to. So in conclusion I would just like to say that this store was very well run and I plan on visiting very often.

Support Chuck E. Cares...



Ok everyone, it is time to get serious about our CEC Cookbook! We are collecting everyone's favorite recipes to print a new holiday version of Chuck E. Cooks! Everyone submitting 10 or more recipes will receive 20% off of the cookbook! **All proceeds will go to Chuck E. Cares, so this is a "double" way to support our best charity!**

Please help us make this a success by submitting your recipes!! Please send them to Deborah Reynolds via e-mail if at all possible, but if you can't send them via e-mail we will still take them. Give us your recipes, your wife's recipes, your Mom's recipes, your favorite recipes; they only need to be something you know you want to share. Please submit your recipes before Friday, November 18th, so we can have them ready for Holiday giving ~ You can send them in with your packets if you like; just put the recipes in a different envelope with my name on it. Be sure to include your name (or the name you want to credit the recipe to) because we will print the cook's name below each and every recipe in our book. There is no such thing as too many or too few recipes either ~ thanks!

dreynolds@cecentertainment.com

Compliments

Weekending November 6, 2005

Midwest Region:

740

Western Region:

453,390 & 631

Southern Region:

969,564 & 667

Northern Region:

840 & 520



Complaints

Weekending November 6, 2005

Midwest Region:

796,793,556,559,345,303,535,534,537, 691 & 670

Western Region:

357,2-371,332,447,732 & 310

Southern Region:

969,2-71,84 & 628

Northern Region:

319,843,459,487,650,780,498,539,947,94 8,855,485,846 & 467

WEEK 44

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. SUN VALLEY, CA #418	$62,455
2. BROOKLYN, NY #522	$62,058
3. BELL, CA #446	$60,720
4. TORRANCE, CA #465	$59,022
5. BRONX, NY #523	$56,807
6. SKOKIE, IL #456	$56,460
7. ARDEN WAY, CA #841	$55,406
8. VENTURA, CA #453	$55,098
9. QUEENS, NY #513	$54,591
10. KENDALL, FL #438	$54,132

TOP TEN SALES INCREASE

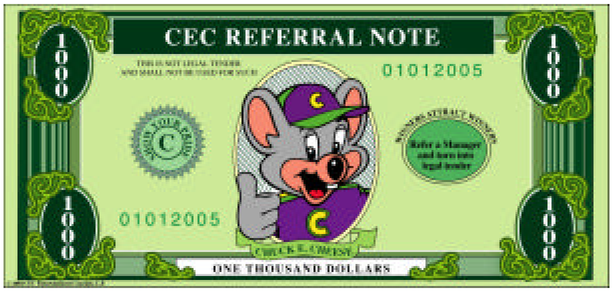
LOCATION	% INCREASE
1. DEARBORN, MI #359	113.5%
2. WILLOWDALE, ONT #845	101.4%
3. NEWINGTON, NH #471	90.8%
4. KENDALL, FL #438	85.6%
5. N. MIAMI, FL #435	79.5%
6. CANTON, MI #80	71.6%
7. SAN BERN, CA #415	66.1%
8. PASADENA, TX #691	64.7%
9. SOUTH DADE, FL #725	64.6%
10. MISSISSAUGA, ONT #844	64.5%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



Tabitha Rielly #467
Nathan Stephans #97
Tom Arnold #513
Louis Daguindeau #523
Susan Corbett #496

You will receive $1000 for your referrals, **Katie Bidus, Antione Stepney, Kumar Bharat, Shauna Haynes and Lori Wilson** in next week's mail!

THANK YOU $1,000 TIMES OVER!!

The Recruiting Prize Patrol will be out this week to present the 3rd quarter winner with their $1000 check!!! Are you the lucky winner?

Midwest Region

Mansfield, OH – CC
Columbus, IN – CC
Sharonville, OH – Mgr
Roseville, MI – Mgr
Rochester Hills, MI – Mgr, Tech
Houston/Sugarland, TX – Mgr
Lake Jackson, TX – Ast Mgr
Indy Wash. Square, IN – Mgr
Indy Castleton, IN – Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Chicago, IL – Tech
Des Moines, IA – Mgr
Novi, MI – Mgr
Dublin, OH – Mgr
Houston/Meadows, TX – Tech
Vernon Hills, IL – Tech
S. Toledo, OH – Mgr
Niles, OH – Mgr

Northern Region

Jensen Beach, FL – Ast Mgr
Wilkes Barre, PA – Tech
Doylestown, PA – Mgr
North Wales, PA – Mgr
Whitby, ONT – Mgr
Mississauga, ONT – Mgr
New London, CT – Mgr
Waterbury, CT – Tech
Orange, CT – Mgr
Worcester, MA – Mgr
Everett, MA – Mgr
Newington, CT – Mgr
Manchester, CT – Mgr
Rochester, CT – Mgr
Greece, NY – Mgr
Union, NJ – Mgr
Harlem, NY – Tech
Bronx, NY – Mgr
Wayne, NJ – Tech
Hempstead, NY – Tech
Pensacola, FL – Tech
W. Orlando, FL – Mgr
Ocala, FL – Mgr
Lakeland, FL – Tech, Mgr
St. Louis, MO – Mgr
Janesville, WI – Mgr, Tech
Greenbay, WI – Mgr
Racine, WI - Tech
Boca Raton, FL – Mgr
Newington, NH – Mgr
Brandon, FL – Mgr
St. Charles, MO – Mgr.
Burlington, MA – Mgr.
Allentown, PA - Mgr.
Dartmouth, MA – CC

Western Region

Vancouver, WA – Mgr
Escondido, CA - Mgr
Glendale, CA - Mgr
Rohnert Park, CA – Mgr
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Garden Grove, CA – Mgr
Palm Desert, CA - Tech
Amarillo, TX – Ast Mgr
Tyler, TX – Mgr
Grand Prairie, TX – Mgr
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
San Bruno, CA - Mgr
Midland, TX- Mgr
Roseville, CA – Mgr
Lynnwood, CA – Mgr
Colorado Springs, CO - Mgr
Plano, TX – Mgr
Las Cruces, NM – Ast Mgr
Yuma/El Centro – Tech
Fontana, CA – Ast Mgr
Longview, TX – Mgr

Southern Region

Greensboro, NC – Mgr
Buford, GA – Mgr
Hattisburg, MS – Mgr
Glen Burnie, MD – Mgr
Catonsville, MD – Mgr
Gulfport, MS – Mgr
Rocky Mount, NC – Tech
Douglasville, GA - Mgr

Attention GM's and Tech's:



The Holiday season is quickly approaching and we wanted to touch base with you in regard to your show. Starting December 1st, please load in your Holiday Show VERSION 2004. Yes, that's the same one from last year… hey, it's a tradition! If you do not have this show in your library, please call Michael Hill at 972-258-5613 ASAP for a replacement. Thanks! It is certainly a pleasure serving all of you!

Happy Holidays!

Dept 18 Productions

The New and Improved Super Chuck Promo Cups

**All the Super Chuck Cups have been modified.

**McLane will be beginning to shipping 11/16 thru 11/24 these modified cups where liquid will flow more freely.

**Every store will be receiving a case of 96 NEW Super Chuck Promo Cups FREE via UPS!

**Keep these FREE cups in case of any guest complaint about the old "sippy" flow. You will use the free cups in order to give them a new one.



Quest for Quality Cast...

Eddie Elvira, from Yuma, AZ. Chosen As Finalist In "America's No. 1 Hourly Worker" Contest

Bill Rancic to Select Honor in SnagAJob.com Competition



Eddie Elvira, from Yuma, Ariz., who went from being a part-time employee to an Opening Coordinator in a matter of months, is one of three finalists for the title of "America's No. 1 Hourly Worker," an honor to be selected by someone who knows a thing or two about vying for a coveted job – Bill Rancic.

Rancic, the Season 1 winner of "The Apprentice" and spokesperson for The SnagAJob.com *Campaign to Hire America*, will interview Edward Elvira, 21, and two other hourly wage earners in New York City on Jan. 10, 2006. The winner will take home $5,000 and a prestigious job title: "America's No. 1 Hourly Worker."

The contest, conducted by SnagAJob.com, the nation's leading online source of part-time and hourly jobs, is the punctuation of the company's *Campaign to Hire America*, a 10-month campaign that placed more than 124,000 people in hourly wage jobs throughout the United States.

"America's hourly workers are the backbone of our nation's work force," said Shawn Boyer, the CEO of SnagAJob.com. "This contest is designed to not only recognize one special hourly wage earner but shine a well-earned spotlight on some deserving though unheralded workers."

"The overwhelming majority of Americans have held hourly jobs, myself included," said Rancic, who once worked as an ice cream scooper, long before his association with "The Donald." "These positions are often the breeding grounds for tomorrow's corporate leaders, and I'm looking forward to helping SnagAJob find "America's No. 1 Hourly Worker."

Elvira was hired by Chuck E. Cheese's ® in June 2005. As a team member, he was quickly promoted to coordinator and already is being considered for an additional promotion.



"It's an exciting opportunity to go to New York and represent America's hourly worker," said Elvira. "It will be even more exciting to win!"

Each finalist receives an all-expenses-paid trip to New York City. They will arrive in the Big Apple on Mon., Jan. 9 for an introduction and day on the town. The next day, after having lunch with Rancic, all three finalists will be interviewed by "The Donald's" original protégé. Based on these sessions, Rancic will select "America's No. 1 Hourly Worker" and present the $5,000 grand prize.

SnagAJob.com received thousands of entries for the award through its web site. An expert panel of judges from the human resources industry was responsible for narrowing the field to the three finalists.

Way to go Eddie! And way to spot Talent Kim!

Stay tuned to find out more about Snagajob's exciting contest and how you can get the most out of this great candidate sourcing tool.

Chuck E's New Tag

- Don't you hate how Chuck E is always falling off your merch wall. And how do those tag guns work anyways?

- We have the solution!

- Throw out those tag guns cuz Chuck has a new way of hanging around.

- All plush will now have this new tag so hanging plush will never be any easier!



New Account Tools for your 401k

Effective November 21, 2005, enjoy access to Prudential Retirement's full suite of enhanced participant retirement tools.

Visit your new comprehensive website

The Prudential Retirement Online Retirement Center, www.prudential.com/online/retirement, will replace www.myCIGNA.com as your new interactive Internet site. Through this site you can access your retirement plan information, review information on investment options, and perform transactions. The new and improved website will allow you easier access to retirement information and more user friendly transactions.

In addition, you can access Signature Online to review a library of retirement articles, online courses, frequently asked questions, and interactive calculators. You can also access Signature Online directly at www.prudential.com/signature.

(Please note: The Prudential Retirement website will hold all account information from November 21, 2005 going forward. For prior account information, use www.myCIGNA.com.)

During the upgrade

You will not be able to access your account after 4 p.m. on Friday afternoon, November 18 through Sunday, November 20, as we will be updating your account so you can use these new tools. Rest assured that your retirement dollars are fully invested during this time period. You will regain access to your account, using the new tools Monday, November 21, 2005.

Guest Incident/Accident Reporting

From Risk Management

ALL Guest Injuries/Incidents (for ALL locations)

Are called into:
Xpresslink at 1-877-232-2524

This service is available 24/7/365 & has been implemented to help expedite the handling of Claims.

Each call takes less than 9 minutes.

Remember, management is required to report claims within 24 hours to Xpresslink. Any questions just call (972) 258-4259.

Definition: Any incident or accident involving a Guest while patronizing our restaurant. This includes bodily injury, sickness, damage to or loss of Guest's property or when the police are involved. **All incident / accidents, no matter how trivial, must be reported in accordance with the procedures outlined below**.

Procedure: When a Guest reports a claim that an incident/accident has occurred – the following procedure must be followed:

1. Take care of the Guest.
2. Summon emergency care (ambulance, etc.) if appropriate.
3. Acknowledge the Guest's feelings and listen to any complaints without interruption. Most inc dents can be resolved at this time.
4. Do NOT make any admission of fault, discuss our insurance coverage with the Guest, authorize medical treatment or assume liability.
5. Take an index card; obtain guest's personal information and details of the injury. Review the summary of questions you'll need to inform Xpresslink to ensure you obtain the necessary information.
6. Tell the Guest:

   You will report the Guest Accident/Incident immediately.

   The claim will be assigned to a Risk Management team member and they will be contacted directly within 24 business hours to discuss incident/accident.
7. When the complaint involves a foreign object in the food, be sure to retain the object as evidence. This may provide valuable information upon investigation by our insurance carrier. If there is an injury (or alleged injury) take photo's of the area (game, ride, table, etc.) involved & submit to Risk Management.
8. Get names, addresses, and telephone numbers of any witnesses, and a list of employees in the area of the restaurant appropriate to the alleged incident/accident.

WORKERS' COMPENSATION POLICY

ALL Workers Compensation (Employee Injury) Claims (excluding Canada, Ohio, Washington, & West Virginia)

Are called into:
Xpresslink at 1-877-232-2524

This service is available 24/7/365 & has been implemented to help expedite the handling of Claims.

Each call takes less than 9 minutes.

Remember, management is required to report claims within 24 hours to Xpresslink. Any questions just call (972) 258-4259.

Injury on Duty

Workers' Compensation provides employees injured at work with income and medical benefits REGARDLESS OF FAULT. All employees, who have been injured in the course and scope of the employment, may be eligible for workers' compensation benefits.

GENERAL GUIDELINES:

Employee responsibilities:

- Report **all** injuries IMMEDIATELY to the supervisor
- Obtain the **Insurance Info Card** from the manager
- Keep all scheduled medical visits
- Keep manager advised of the work status

Make every effort to schedule all medical visits and physical therapy around work schedule

Manager's responsibilities:

Ensure that injured employees, upon request, obtain medical treatment

If the employee sustains an injury that warrants emergency medical attention, the manager will call an ambulance

If the employee is a minor, parents will be contacted

- Ensure that the list of medical providers is posted on the bulletin board in a commonly used area

Provide injured employee with the Insurance Info Card

Attention California stores – provide injured employee with DWC-1 form and distribute completed form accordingly

- Report the injury to the assigned carrier
- Maintain contact with the employee on an ongoing basis
- Maintain contact with the Workers' Comp Department at the Support Center regarding lost time, missing or reduced hours

CEC Entertainment

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
E-mail: www.chuckecheese.com





Tech Support

"Where a Kid can be a Kid!"

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!



Erica Briggs

Sr. Admin, Operations

Memo Park Big Foot Ride

If you need to lubricate the pillow blocks and ball joints under the ride, we recommend the following lubricant from Graingers. The part # is 4KK82 and cost $8.75. This PTFE lubricant provides excellent lubrication for applications involving rubber, plastic or metal. This dry film lubricant will not attract dust or dirt and is non flammable. It is also safe to use on most surfaces. The Material Safety Data Sheet is available upon request for future reference if needed.



The SPT Technical Support Department now provides the following replacement Hard Drives.

Slide IT (Global VR)

Rush The Rock (Atari)

San Fransisco Rush Extreme (Atrai)

Coloring Book R06 586 Mother board (Coastal Amusements)

Coloring Book R09 630 Mother board (Coastal Amusements)

Coloring Book R11 623 Motherboard

Racing Jam (Konomi)

Studio C Computer (show)

Chatty CEC 623 Motherboard or 626 motherboard.

Artic Thunder (Atari) 40G

California Speed (Atari)

Please remember to visit our web site at www.bbs.cecentertainment.com for the latest updates and technical information.

CEC Entertainment

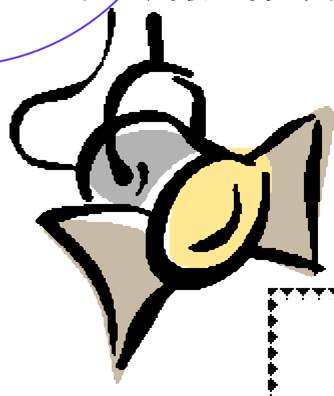
Chuck E. FOCUS





November 18, 2005

Inside this issue:



In The Spotlight...

Kristen Linder

Legal Department

Nothing is impossible...to those that don't have to do it!

Making Magic!

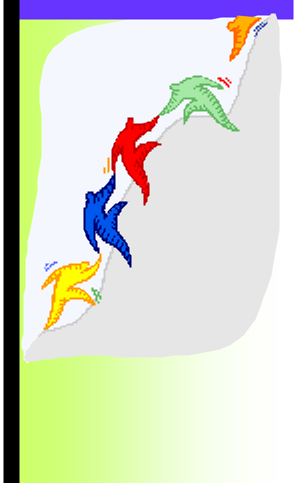
Make Magic W. Islip, NY #511

Northern Region ~ Scott Gaba's District

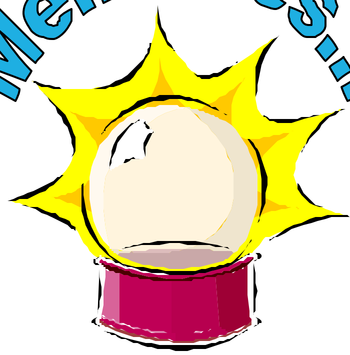
Great Leadership From GM ~ Rita Berna

I visited the **West Islip, NY** location this past weekend. My friend was having a birthday party for her daughter. I have to say that I was extremely pleased with the service when I was there. When I first walked in I was greeted by a nice young lady who asked me if I was celebrating anything. After I told her I was there for a birthday party, she pointed me in the right direction and told me to have a magical time. I thought this was really interesting. The fact that she told me to have a "Magical Time" was amazing! I have never heard anybody say anything like that, even when I went to Disney World!!! The hostess at the party was very sweet also; she went around to all the parents and asked us if we desired anything from the menu. I know this might not seem like a big deal, but my friend had told me that they don't normally do that. I didn't think it could get any better than that. However, it did. I didn't catch the name of the hostess, but when I have my birthday party for my son there I will definitely call and request that same hostess. All the employees and other managers that were working that day seemed to make the environment a happy place to be which seems to be hard to do when there are so many children running around and screaming. Everybody was very helpful and made a very hectic day run very smooth. I will be returning to this location. I have been to many restaurants, but none with this amount of focus on customer service. I wish I could write about everybody at the store, but I have to get back to work. I want to truly thank and congratulate the staff and management at the **West Islip** store. They are doing a great job, because I truly had a "Magical Time".

Teamwork



Making Magical Memories...



Make Magic Birmingham, AL #330

Southern Region ~ Cindy Higdon's District

Great Leadership From GM ~ Mickey Riggins

Hello, I went to one of your Chuck E. Cheese's in **Birmingham, AL #330**. I have to tell you I had the time of my life. My two kids enjoyed it so much, it could not have been any better. The game room service was great! However, the best service I got was from one of your employees named **Vick**, I think his real name could be different. He was wearing a blue t-shirt...when he delivered the pizza; he described the pizza and asked if we needed anything. And then he came back 5 minutes later to check on us again, to see if the pizza tasted great & refilled our drinks too! I just wanted to take the time and say thank you to **Vick**! Thanks for an AWESOME trip to Chuck E. Cheese!

Benefit Packets Coming soon...



2006 Benefit Enrollment Packets are in the mail and will be in your store Monday or Tuesday. If you are a full time employee ask your manager for your packet. As always, if you have any questions contact the Benefits Department.

OCTOBER WOTC WINNERS!

MIDWEST REGION

SOUTGATE, MI #713

NORTHERN REGION

HICKSVILLE, NY #499

SOUTHERN REGION

HARRISBURG, PA #964

WESTERN REGION

CARSON, CA #462

Compliments

Weekending November 13, 2005

Midwest Region:

794 & 559

Western Region:

300

Southern Region:

330 & 969

Northern Region:

512,511,780,541,455,947,525 & 517



Complaints

Weekending November 13, 2005

Midwest Region:

54,334,559,348,957,336,327,304,63,34,537 & 763

Western Region:

857,461,2-462,362,865,949,579,38 & 414

Southern Region:

48,637,705,531,92,759,502,79,538,437,968 & 939

Northern Region:

472,504,645,650,725,718,480,748,855, 523,542,526 & 840

WEEK 45

TOP TEN SALES VOLUME

LOCATION	VOLUME
1. BELL, CA #446	$98,266
2. SUN VALLEY, CA #418	$78,787
3. BROOKLYN, NY #522	$73,326
4. TORRANCE, CA #465	$71,352
5. VENTURA, CA #453	$70,958
6. HERNDON, VA #99	$67,619
7. BRONX, NY #523	$66,492
8. BURBANK, CA #109	$64,238
9. LYNWOOD, CA #377	$63,731
10. SKOKIE, IL #456	$63,615

TOP TEN SALES INCREASE

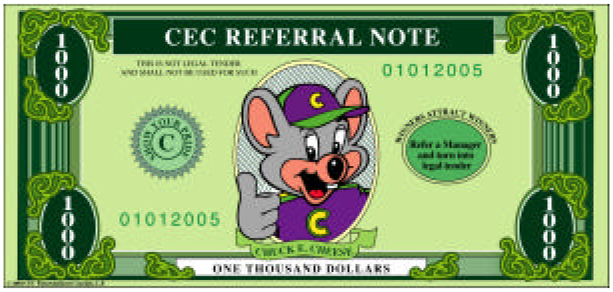
LOCATION	% INCREASE
1. N. MIAMI, FL #435	70.2%
2. HUNTINGTON BCH, CA #406	66.8%
3. VESTAL, NY #521	59.7%
4. AMARILLO, TX #937	51.6%
5. MATTESON, IL #073	50.5%
6. VIRGINIA BCH, VA #548	45.9%
7. JOHNSTOWN, PA #534	44.9%
8. NATICK, MA #479	44.0%
9. CERRITOS, CA #362	43.8%
10. BRICK, NJ #500	42.8%

Want to earn a cool $1,000??

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



THANK YOU $1,000 TIMES OVER!!

Jim Brawley - DM
Ronny Watson #705
Rebecca Johns #353

You will receive $1000 for your referrals, **John McCollough, Chadwick Adams, and Tony Robinson** in next week's mail!

Northern Region

Jensen Beach, FL – Ast Mgr
Wilkes Barre, PA – Tech
North Wales, PA – Mgr
Whitby, ONT – Mgr
Waterbury, CT – Tech
Worcester, MA – Mgr
Everett, MA – Mgr
Newington, CT – Mgr
Manchester, CT – Mgr
Greece, NY – Mgr
Union, NJ – Mgr
Harlem, NY – Tech
Bronx, NY – Mgr
Hempstead, NY – Tech
W. Orlando, FL – Mgr
Lakeland, FL – Tech, Mgr
St. Louis, MO – Mgr
Janesville, WI – Tech
Greenbay, WI – Mgr
Boca Raton, FL – Mgr
Newington, NH – Mgr
St. Charles, MO – Mgr.
Burlington, MA – Mgr.
Allentown, PA - Mgr.
Dartmouth, MA – CC
Patchouge, NY – Tech
Middletown, NJ – Mgr, Tech
Princeton, NJ - Mgr

Western Region

Vancouver, WA – Ast. Mgr
Glendale, CA - Mgr
Diamond Bar, CA – Mgr
Placentia, CA – Ast Mgr
Garden Grove, CA – Mgr
Amarillo, TX – Ast Mgr
Tyler, TX – Mgr
Aurora, CO – Mgr
Wichita Falls, TX – Mgr
San Bruno, CA - Mgr
Midland, TX- Mgr
Roseville, CA – Mgr
Lynnwood, CA – Mgr
Colorado Springs, CO - Mgr
Plano, TX – Mgr
Las Cruces, NM – Ast Mgr
Fontana, CA – Ast Mgr
Longview, TX – Mgr
Rockwall, TX – Mgr
Bellevue, WA – Mgr
Stockton, CA – Mgr
Torrance, CA – Mgr
West Hills, CA – Mgr
Dublin, CA – Ast Mgr
Hayward, CA – Mgr
Oceanside, CA – Tech
Moreno Valley, CA – Mgr
Corona, CA - Mgr

Southern Region

Greensboro, NC – Mgr
Buford, GA – Mgr
Glen Burnie, MD – Mgr
Gulfport, MS – Mgr
Douglasville, GA - Mgr
Potomic Mills, VA – Mgr
Richmond, VA – Tech
Charlotte, NC – Mgr
Columbia, SC – Mgr
Charleston, SC – Mgr
Augusta, GA – Mgr
Macon, GA – Mgr
Atlanta/Fayetteville, GA – Mgr

Midwest Region

Mansfield, OH – CC
Columbus, IN – CC
Sharonville, OH – Mgr
Roseville, MI – Mgr
Rochester Hills, MI – Mgr, Tech
Lake Jackson, TX – Ast Mgr
Bloomington, IL – Tech
Darien, IL – Mgr
Chicago, IL – Tech
Des Moines, IA – Mgr
Novi, MI – Mgr
Dublin, OH – Mgr
Houston/Meadows, TX – Tech, Mgr.
Vernon Hills, IL – Tech
S. Toledo, OH – Mgr
Port Huron, MI – Tech
Streamwood, IL – Mgr
Crystal Lake, IL – Tech
Riverpoint, IL – Mgr
Rapid City, SD – Mgr
St. Paul, MN - Mgr

EFFECTIVE IMMEDIATELY – CAST MEMBER UNIFORM ENHANCEMENT

Washing Tile Floors By Facilities



Please DO NOT power wash or flood your tile floors during the cleaning process!

Power washing will lead to grout erosion and then the adhesive glue will fail, causing your tiles to lift. Flooding the floor will allow water to get behind the cove base tiles which will allow "wicking" of the water up the wall, causing your walls to rot out.

Please be proactive and replace tiles and eroding grout as you see them failing/breaking. Both these issues can start out to be small and then turn in to very costly repairs. Please contact the Facilities Department if you need any assistance; 972/258-5643. Thank you and have a wonderful Thanksgiving!

With the support of Dick, Mike and Mark, the cast members now have a choice of shorts or pants as part of the standard uniform. Like anything else, we must execute this option with excellence.

These are the approved brands (the standard). Prices and availability throughout the year may vary slightly.

Fine Incentives (These pants require hemming) = $16.75

Wal-Mart (Puritan Brand) = $19.00 - $21.00

Target (Cherokee Brand) = $19.95 - $24.95

JC Penny's (Dockers Brand) = $21.95 - $24.00

Specific standards as a review: Refer to your handbook as a reference.

- Black shorts or pants for game room attendants only wearing the B &W stripe shirts. Navy blue shorts or pants for the rest of the cast.
- No dickeys or cargo style, slacks style only
- Must have belt loops, a belt must be worn and seen when the shirt is tucked in.
- Shorts or pants must be worn at the waist and fit your size (no baggy or skin tight fit).
- Pants must be cuffed or hemmed professionally at your shoe line and have a front crease.

> "Show pride in your team by setting high uniform standards. You shouldn't have to manage uniforms… set the expectations and then hold them accountable" – Todd Horchner

Quest for Quality Cast...



Congratulations again to one of our own, Eddie Elvira from Yuma, AZ.

Are you getting geared up for the busy first quarter? Are you staffed with quality cast members that have the skill and talent to provide HOSPITALITY to each and EVERY one of your guests? If you are, then great, if not PLEASE take the time to revisit your hiring processes and prepare your team at your next weekly directional. Here are a few tips and quotes from your peers that have a passion for hiring the RIGHT people!

Visalia, CA writes: "We are organized! We print out the snag a job applications daily and place them in the appropriate colored binders for each of our area of impact managers. We set up green for cash, red for kitchen, and blue for Showroom and game room. The others go into a binder for not interested! We got these tips from the Building Your Team Video – Thanks for the support!"

Queens, NY states: "Snag-a-job applications are great. Getting applications that are pre-screened and e-mailed each day makes searching for applicants much easier"

Cordova, TN says: "With the new CEC mail, we have an easy filing system. We get better resumes and references. We receive them daily and we call the ones that fit what we are looking for."

Thanks to those of you that have sent us your successes and best practices on selecting quality cast and building your teams. NOW is the time to get ready for first quarter. We would like to here from the rest of you, so that we can share your tips in future newsletters. Please write me at THorchner@cecentertainment.com or call 972-258-5402. HIRE RIGHT, TRAIN RIGHT, TREAT RIGHT!



New account tools

Effective November 21, 2005, you will enjoy full access to th Prudential Retirement suite of participant retirement tools.

The acquisition of CIGNA Corporation's retirement operations by Prudential Financial in the spring of 2004 combined two leading retirement services providers, creating a Top 10 provider[1] with more products and services available to you than ever before.

Visit your new comprehensive website

The Prudential Retirement® Online Retirement Center, **www.prudential.com/online/retirement**, will replace www.myCIGNA.com as your new interactive Internet site. Through this site you can access your retirement plan information, review information on investment options, and perform transactions. The new and improved website will allow you easier access to retirement information and more user friendly transactions.

In addition, you can access Signature Online℠ to review a library of retirement articles, online courses, frequently asked questions, and interactive calculators. You can also access Signature Online directly at **www.prudential.com/signature.**

(Please note: The Prudential Retirement website will hold all account information from November 21, 2005 going forward. For prior account information, use www.myCIGNA.com.)

Call 877-PRU-2100

Use Prudential Retirement's toll-free Interactive Voice Response service, **877-PRU-2100 (877-778-2100)**, for free telephone access to your account. Enjoy efficient navigation through the system, easy access to your account data, and the ability to perform transactions through your telephone keypad. Participant Service representatives are also available Monday through Friday, 8 a.m. to 9 p.m., ET to help you personally.

Familiar statements

Soon after November 21, 2005 you should receive a summary statement in the mail showing your updated account balance and referencing the new tools available to you. You will notice that these retirement statements have not changed—you will continue to receive the same statement to help you keep your retirement plans on track.

During the upgrade

You will not be able to access your account after 4 p.m. on Friday afternoon, November 18 through Sunday, November 20, as we will be updating your account so you can use these new tools. Rest assured that your retirement dollars are fully invested during this time period. You will regain access to your account, using the new tools outlined here, on Monday, November 21, 2005.

Just create your PIN and get started

Before using these new tools—which are available 24 hours a day, 7 days a week—you will first need to register your account and create a new Personal Identification Number (PIN). You can register your account online at **www.prudential.com/online/retirement**. Just click "First time logging in?" and enter your Social Security number as your account number. You can also register on the phone by calling **877-PRU-2100 (877-778-2100)**. If you call to register, you will be asked to enter your account number, which is your Social Security number. Then, simply follow the prompts to establish your PIN.

Remember to keep your PIN in a safe place and have it available when you use the website or call.

[1] *Plan Sponsor, June 2004*

Prudential Financial

WOTC ONLINE PRODUCT INSTRUCTIONS

(effective 11/28/2005)

For New Hire – Completing Applicant/WOTC Survey

Click the W.O.T.C. Processing Ernst and Young, LLP icon on the desktop and the new hire will be taken to the W.O.T.C. Applicant Survey (8850). This link will display a login screen prompting the new hire for the username and password. The username box is made up of three sections. Enter **EM** in the first section, **34** in the second section, and the three-digit **store number** (for stores with two digits, i.e. 99, place a zero in front of the store number, i.e. 099) in the last section. No password is required to be entered for the password option.

Username:	EM	34	967	
Password:				<--- leave blank

Upon completion of the survey, if prompted to do so, the new hire should print the populated 8850 form and sign it and return this to the GM. The GM should mail the 8850 form in the Ernst & Young, LLP prepaid envelope **immediately**. To document completion of the survey the confirmation number displayed should be recorded and placed in the new hire's file. Additional documentation may be sent in a second mailing to Ernst & Young, LLP.

Release notice for additional documentation: Depending upon the criteria selected and the state the new hire is employed in a release notice may or may not be required. If the release form is needed the system will generate a populated form. The new hire should complete the form and this may be returned to Ernst &Young, LLP in a separate prepaid envelope.

For General Manager – Monitoring the WOTC Process

Click the W.O.T.C. Processing Ernst & Young, LLP icon on the desktop and the GM will be taken to the W.O.T.C. Applicant/Employee W.O.T.C. Survey (8850 form) and various W.O.T.C. reports. This link will display a login screen prompting the GM for the username and password. The username box is made up of three sections. Enter **LM** in the first section, **34** in the second section, and the **store number** in the last section. The password is Chuck with a capital "C" plus the three-digit store number.

Username:	LM	34	967	
Password:	Chuck967			<---- The first letter in Chuck must be capitalized.

After logging in click the Report link and this will take you to seven report options. The first four reports will be the reports that the GM will use to monitory the WOTC process.

1. Activity Overview – select date range to produce a current activity report
2. Employees Needing Form 8850 Completion – select option and outstanding 8850s will be displayed
3. Employees Needing Documentation – select option and outstanding documents will be displayed
4. Employees Not Surveyed for WOTC – select date range and employees to be screened will be displayed

Look Who We Surprised!!



Susan Mrozek

CONGRATULATIONS AND THANK $1,000 TIMES OVER!!

The 3rd quarter referral drawing winner!! Keep those referrals coming you could be next!

HAPPY 

!!

CEC Entertainment

4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507
E-mail: www.chuckecheese.com





Tech Support

"Where a Kid can be a Kid!"

Hey Guys & Gals if you would like to share something in the Chuck E. Focus feel free to contact me directly at ext. 5448 or e-mail me at:

ebriggs@cecentertainment.com

I look forward to hearing from you!

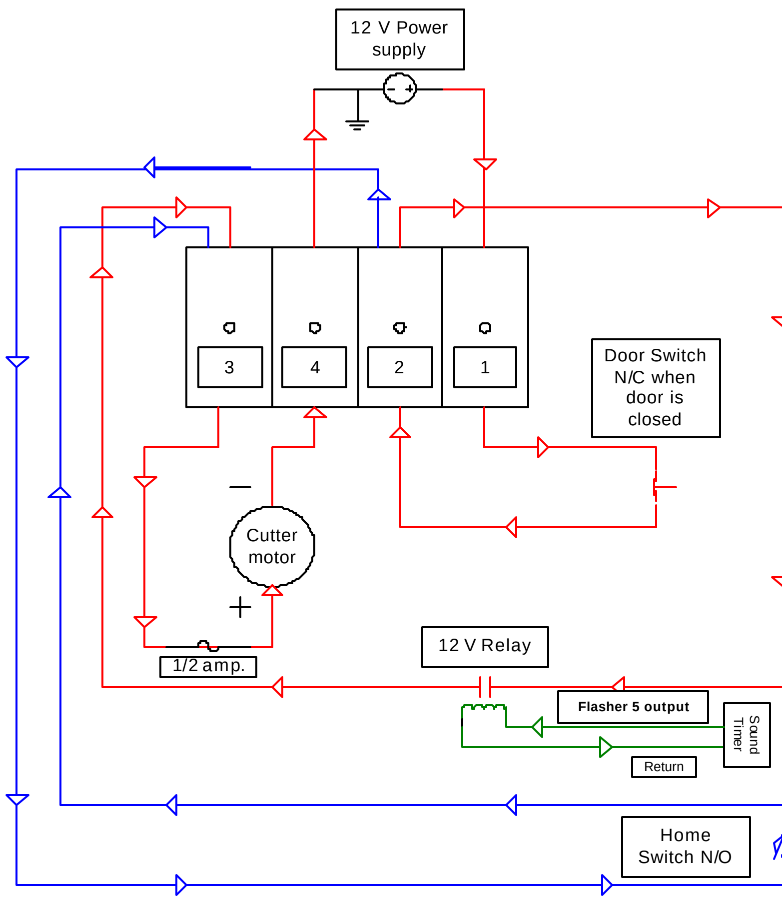


Erica Briggs

Sr. Admin, Operations

Amutec Photo Ride Auto-Cutter Motor and wiring diagram

For the auto cutter circuit there is a fuse that protects the auto-cutter motor. To properly protect the motor from failing prematurely the correct value should be a 500m (1/2) amp GMA fast blow fuse. A replacement fuse is available from the SPT Parts Department, part # APR-0228 and cost only .21 cents. Having the correct fuse in the auto cutter circuit will help preserve the life of your auto cutter motor.



RED CIRCUIT- This path is active when the timer tells the cutter to go via the flasher 5 output activating the relay coil. It holds the contacts closed until the cutter blade makes more than one full pass.

BLUE CIRCUIT- When the cutter moves away from the home switch after the first pass the relay de-energizes and the blue circuit takes over to make the second pass. When the cutter returns to the home switch after the second pass the switch returns to the N/O position and stops (opens) the circuit causing the auto cutter motor to stop.

Please call the SPT Technical Support Department at 785 862 6002 if you have any questions. This will also be available on our website, www.bbs.cecentertainment.com for future reference.

CHUCK E. FOCUS - NOVEMBER 2005 ISSUES

(THREE ISSUES - 11/4/05, 11/11/05, 11/18/05)

Date of Origin: 2005
Archived: 5-28-12
Submission by Steve
Version 1.0